

SpeedTouch™

350/360

ADSL Modems

Setup and User's Guide

R4.2.7



THOMSON

speedtouch™

SpeedTouch™

350/360

R4.2.7

speed**touch**[™]

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1 SpeedTouch™ Installation

Introduction Thank you for purchasing a THOMSON SpeedTouch™ DSL product!

With the SpeedTouch™350(i) and SpeedTouch™360(i) Asymmetric Digital Subscriber Line (ADSL) Modems, surfing the Internet will become a whole new experience.

In this Setup and User's Guide This Setup and User's Guide will assist you in getting acquainted with the Speed-Touch™350/360 and in getting connected quickly to the Internet.

Applicability The document covers the following SpeedTouch™ products:

- the SpeedTouch™350 ADSL/POTS modem
- the SpeedTouch™350i ADSL/ISDN modem
- the SpeedTouch™360 ADSL/POTS modem
- the SpeedTouch™360i ADSL/ISDN modem

Note You can easily identify your product by checking the identification label located on the bottom of your SpeedTouch™.

Terminology Generally, the SpeedTouch™350(i) and SpeedTouch™360(i) will be referred to as SpeedTouch™ in this Setup and User's Guide unless specifically indicated.

Safety instructions Before connecting the SpeedTouch™, please read the SpeedTouch™ Quick Installation Guide en Safety Instructions.

Documentation and software updates The SpeedTouch™ products continue to evolve as extra and new functionalities are made available.

For more information on the latest technological innovations, software upgrades, and documents, please visit the SpeedTouch™ web site at:

www.speedtouch.com.

1.1 Getting Acquainted with your SpeedTouch™

Introduction

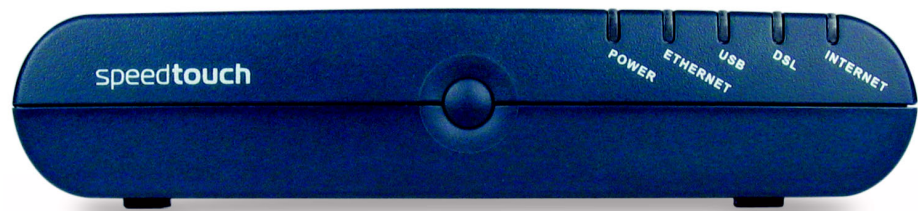
Prior to proceeding, please make sure to read first the SpeedTouch™ Quick Installation Guide. It provides important package content and safety information.

Check whether all items are present in your package.

In the event of damaged or missing items, please contact your local product dealer for further information.



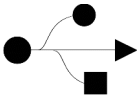


Front panel layout

Your SpeedTouch™ is presented in a desktop housing box:



Front panel LEDs

A set of LEDs is provided to overview the SpeedTouch™ status:

LED indicator	LED logo	Description
Power		Power/System status LED
Ethernet		LAN link/activity LED
USB (if present)		USB link/activity LED
DSL		DSL synchronization LED
Internet		WAN/Internet connection LED

Note The USB LED is available on the SpeedTouch™ 360(i) product only.

LED functionality

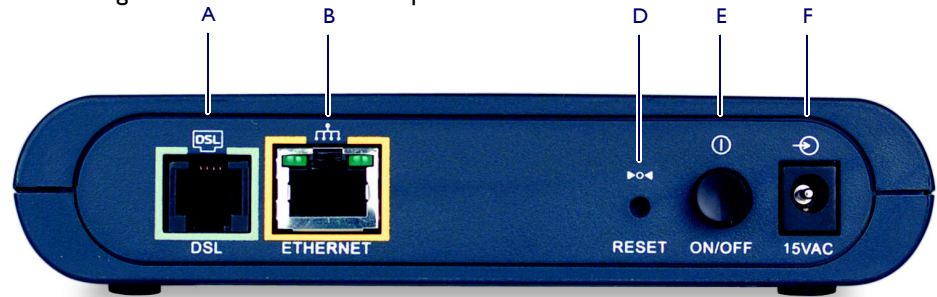
The functionality of the LEDs is described in the table below:

Indicator			Description
Name	Color	Status	
Power	Off		Power off
	Green	Solid	Power on, normal operation
Ethernet	Off		No Ethernet link
	Green	Solid	Ethernet link, no LAN activity
		Flashing	Ethernet link, LAN activity
USB (if present)	Off		No USB link
	Green	Solid	USB link, no activity
		Flashing	USB link, activity
DSL	Off		No DSL line
	Green	Flashing	Pending DSL line synchronization
		Solid	DSL line synchronized
Internet	Off		No WAN connection, due to either: <ul style="list-style-type: none"> no DSL line synchronization no Bridged Ethernet interface
	Green	Solid	WAN/Internet IP connected, no activity (upstream nor downstream)
		Flashing	WAN/Internet IP connected, traffic is passing (upstream and/or downstream)

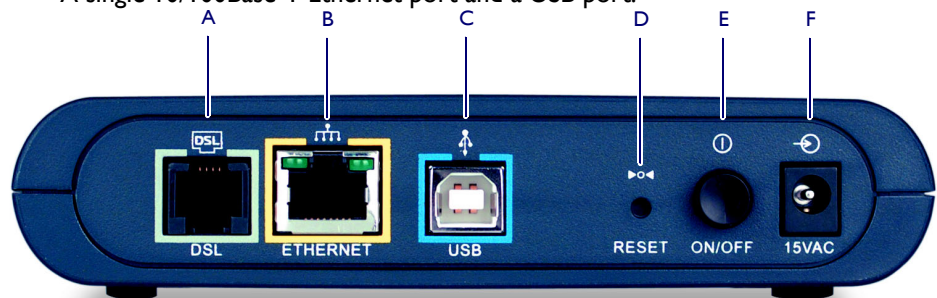
Back panel layout

Depending on the product you purchased, your SpeedTouch™ is equipped with:

- A single 10/100Base-T Ethernet port:



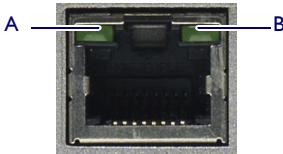
- A single 10/100Base-T Ethernet port and a USB port:



A	DSL line port (marked grey)	D	Recessed Reset button
B	10/100Base-T Ethernet port (marked yellow)	E	Power button
C	USB port (marked blue)	F	Power inlet

Ethernet port LED functionality

The yellow marked Ethernet port on the rear panel has one LED to indicate the connection integrity (activity). Depending on the SpeedTouch™ product you are using, a second LED may be provided to indicate the 10/100Base-T selection:



Indicator			Description
Name		LED Status	
A (Optional)	10/100Base-T	Off	10Base-T Ethernet connection.
		On	100Base-T Ethernet connection.
B	Integrity (Activity)	Off	No connection on this port.
		On	Ethernet link up.
		Flashing	Data is flowing from/to this port.

1.2 Setting up your SpeedTouch™

SpeedTouch™ variants

Two ADSL variants of the SpeedTouch™ exist:

- The ADSL/POTS variant connecting to an analog Plain Old Telephone Service (POTS) line
- The ADSL/ISDN variant connecting to a digital Integrated Services Digital Network (ISDN) line

You can easily identify your variant by checking the identification label located on the bottom of your SpeedTouch™.

Use only the SpeedTouch™ variant which is appropriate for the DSL service provided to your premises. Check with your Service Provider to determine whether your SpeedTouch™ is adapted to ADSL service requirements.

ADSL service

The appropriate DSL service must be available at your premises:

- ADSL service must be enabled on your telephone line.
- As both telephone and ADSL service are simultaneously available from the same copper pair, you will need a central splitter or distributed filters for decoupling ADSL and telephone signals.

Always contact your Service Provider when installing splitters/filters! Public telephone lines carry voltages that can cause electric shock. Only install splitter/filters yourself if these are qualified for that purpose. Other splitter/filters may only be installed by qualified service personnel.

Connect the DSL line

The grey DSL port on the SpeedTouch™ is marked .

Use the grey DSL cable provided to wire the SpeedTouch™ DSL port to your telephone wall outlet or distributed filter.

Connect the power supply

Always check first whether the power supply adapter provided is suitable for the local power specifications. Contact your Service Provider in case of any doubt.

The power inlet on the SpeedTouch™ is marked .

Plug the adapter's coaxial jack into the SpeedTouch™'s power inlet and plug the power supply into a power socket outlet.

Turn on the SpeedTouch™

Once all previous steps are completed, you can turn on the SpeedTouch™ with the power button located on the SpeedTouch™ rear panel.

- Push in the button to switch on the SpeedTouch™.
- Push to release the button to switch off the SpeedTouch™.

Connecting your computer(s)

Depending on the SpeedTouch™ variant you have, various solutions are available to connect your computer(s) to the device. Proceed with “1.3 SpeedTouch™ Local Network Setup” on page 10.

1.3 SpeedTouch™ Local Network Setup

- Introduction** Depending on the SpeedTouch™ variant you have, various solutions are available to connect your computer(s) to the device:
- The SpeedTouch™ 350(i) supports Ethernet connectivity only
 - The SpeedTouch™ 360(i) supports both Ethernet connectivity and USB connectivity simultaneously.

Ethernet connectivity Ethernet connectivity is Operating System independent. It can even be used for simultaneously connecting multiple computers running various Operating Systems.
See “1.3.1 Ethernet Connection Setup” on page 11 for more information.

USB connectivity The SpeedTouch™ 360(i) USB port allows you to connect one computer to the SpeedTouch™ via its USB port. This scenario may be useful in case your computer is not equipped with an Ethernet port

USB connectivity is supported for following Operating Systems:

- Microsoft Windows OSs
 - MS Windows 98/98SE
 - MS Windows Millennium
 - MS Windows 2000
 - MS Windows XP

Before being able to connect to the SpeedTouch™ through the USB connection you must first install USB drivers. Proceed with “1.3.2 USB Connection Setup for Microsoft Windows” on page 12.

1.3.1 Ethernet Connection Setup

Note This section is applicable for both the SpeedTouch™ 350(i) and the SpeedTouch™ 360(i) products.

Local network The SpeedTouch™'s yellow marked 10/100Base-T autosensing MDI/MDI-X Ethernet port on the rear panel allows you to connect the SpeedTouch™ to an existing 10 or 100Base-T Ethernet network or a single computer with installed Ethernet card.

Note In the SpeedTouch™ package, a yellow full-wired straight-through RJ45/RJ45 Ethernet cable is included to connect a single computer to your Speed-Touch™.

You will need an external Ethernet hub or switch and the appropriate Ethernet cables to connect multiple computers.

Standard wiring procedure Use the Ethernet cable provided to wire your computer's Ethernet port to the Speed-Touch™'s Ethernet port.

If needed, you can use the yellow Ethernet cable included to wire any Ethernet port of the Ethernet hub or switch to the SpeedTouch™'s Ethernet port.

Note If an external hub or switch is used for Ethernet networking, please follow the installation instructions supplied with the hub or switch for connections and Ethernet cabling.

Ethernet link check The SpeedTouch™ LED indicators allow you to check your Ethernet.
See “1.1 Getting Acquainted with your SpeedTouch™” on page 6 for more information.

1.3.2 USB Connection Setup for Microsoft Windows

Note This section is only applicable for the SpeedTouch™360(i) product when connecting a PC (running an MS Windows OS) through the device's USB port.

Supported Operating Systems

Installing and using the SpeedTouch™ USB connection is supported for following Microsoft Operating Systems:

- MS Windows 98/98SE
- MS Windows Millennium
- MS Windows 2000
- MS Windows XP

You may need the Windows installation CD-ROM during installation.

Note The installation procedures might be slightly different depending on the MS Windows OS you are using:

System requirements

- For Windows 98/98SE/ME:
 - Pentium processor 166 MHz or compatible
 - 32 megabytes (MB) of memory
- For Windows 2000/XP:
 - Pentium II processor or compatible
 - 64 MB of memory
- 30 MB of free disk space

Prerequisites


Make sure to remove any SpeedTouch™ USB driver installation that may reside on your PC before you install the USB drivers from the SpeedTouch™ Setup CD-ROM delivered with your SpeedTouch™360(i) product.

Make sure both your PC and SpeedTouch™ are turned on and operational.

Installing the SpeedTouch™ USB connection

The installation is Plug and Play, meaning that installation will require almost no effort.

Proceed as follows

- 1** Insert the USB cable provided into the SpeedTouch™ USB port marked with the USB logo: 
- 2** The other end of the USB cable fits in (one of) the USB port(s) of your PC. In most cases your PC's USB port is marked with the same USB symbol.

Note You can also connect your PC to the SpeedTouch™ via a USB hub.

- 3** Windows will automatically recognize the THOMSON USB Remote NDIS device:

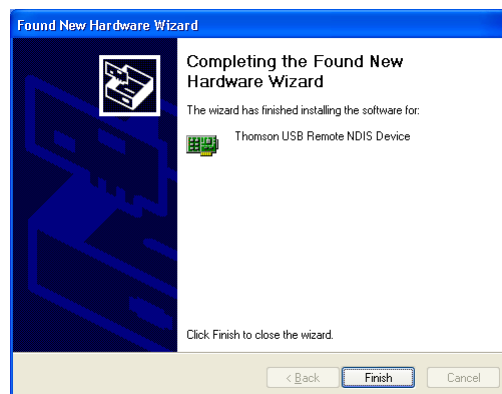


- 4** The Windows Found New Hardware Wizard appears:
This wizard will guide you through the installation procedure of the SpeedTouch™ USB drivers.
Click Next to continue.
- 5** The following windows of the Found New Hardware Wizard allow you to select locations where it should search for drivers:



Insert the SpeedTouch™ Setup CD-ROM, make sure that the wizard looks for the drivers on the CD-ROM drive and click Next to continue.

- 6** The wizard will notify that it found drivers for the THOMSON USB Remote NDIS device on the CD-ROM.
Click Next to continue.
- 7** The installation procedure continues with the installation of the USB Remote NDIS drivers.
- 8** In the following windows you can follow the installation procedure. Click Next whenever requested to continue the installation.
- 9** At the end of the procedure, the following window appears:

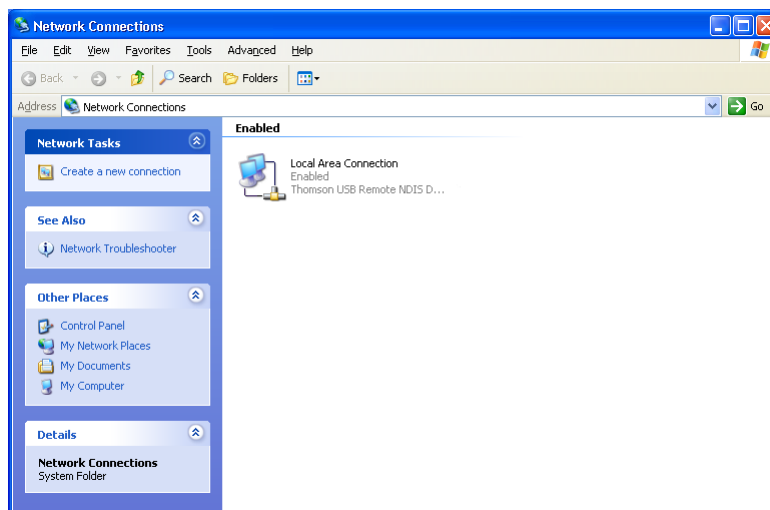


Click Finish to complete the installation.

- 10** As a result your USB connection is installed and ready for use.

Verifying USB connectivity

The SpeedTouch™ 360 USB connection is represented as a local network interface. You can easily check this interface by opening the Network Connections window from Windows's Control Panel:



Connecting another computer

Optionally you can connect another computer, using the SpeedTouch™ 360 Ethernet port.

Connecting to the Internet

In most cases no additional configuration of your SpeedTouch™ is required. You can immediately connect your computer to the Internet (see “2 SpeedTouch™ Internet Connectivity” on page 15).

2 SpeedTouch™ Internet Connectivity

Introduction

This chapter provides information on how to access the Internet via your SpeedTouch™.

Once the SpeedTouch™ has been installed and the computers prepared as outlined in “1 SpeedTouch™ Installation” on page 5, you are ready to connect to the Internet.

Access methods

Depending on your Service Provider's Internet Service requirements you may have:

- **Direct access**
As soon as the initial installation of the SpeedTouch™ and preparation of your computer has been done, continuous and immediate Internet/WAN access is available via the SpeedTouch™.
- **Dial-in access**
Internet/WAN access must be explicitly established, e.g. by “dialing” into a Broadband Remote Access Server (BRAS) via a dial-in application on your computer.
See “2.1 Connect to the Internet via a Host PPPoE Dial-in Client” on page 16 for more information.

The method used depends on the Service Provider's requirements.

SpeedTouch™ Internet configuration

Your SpeedTouch™ has been prepared for providing the appropriate Internet services out of the box, meaning that in the very most cases no specific configuration of the device needs to be done.

By default following Internet services are readily available:

- Virtual Channel (VC) - VPI/VCI=0/35 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=8/35 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=1/101 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=1/32 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=0/100 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=8/48 (ETHoA, LLC/snap - Bridged Ethernet)
- Automatic Permanent Virtual Channel (PVC) configuration (if supported by the Telephone Operator/Service Provider)

Note Bridged Ethernet is also referred to as (IEEE802.1b Transparent) Bridging.

In case your Service Provider instructs you to use an Internet service, other than the ones listed above (i.e. another Virtual Channel needs to be applied for Bridged Ethernet), please see “4.1 SpeedTouch™ Configuration Setup” on page 34.

Your Internet connection

Regardless of whether a direct access or a dial-in access method is used to make your connection, once the connection is established, opening your web browser is enough to access the World Wide Web (WWW) or Internet.

Note In case of direct access, the remote organization might ask for a user name and password on an Internet welcome page.

2.1 Connect to the Internet via a Host PPPoE Dial-in Client

Introduction

This section explains how you can connect to the Internet using a Broadband PPPoE dial-in application. The PPP over Ethernet connection scenario provides PPP-like dial-in behavior over the virtual Ethernet segment.

BroadBand dial-in clients

To connect to the Internet you can use:

- An MS Windows XP broadband dial-in client.
See “2.1.1 Using an MS Windows XP BroadBand Connection.” on page 17 for more information.
- A Mac OS X broadband dial-in client (Ethernet connectivity only).
See “2.1.2 Using the Mac OS X PPPoE Dial-in Client” on page 21 for more information.

- or -

- A broadband PPPoE dial-in client provided by your Service Provider to connect to the Internet

Note Required for PPPoE session connectivity in case of MS Windows 98(SE), MS Windows ME, MS Windows 2000 and Mac OS 8.6/9.x.

2.1.1 Using an MS Windows XP BroadBand Connection.

Configuring a broadband connection

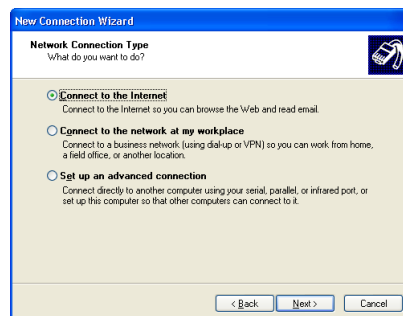
Proceed as follows:

- 1 On the *Start* menu, click (Settings >) *Control Panel*.
- 2 The *Control Panel* window appears. Go to (Network and Internet Connections >) *Network Connections*.
- 3 In the *Network Tasks* menu, click *Create a new connection*. The *New Connection Wizard* appears:



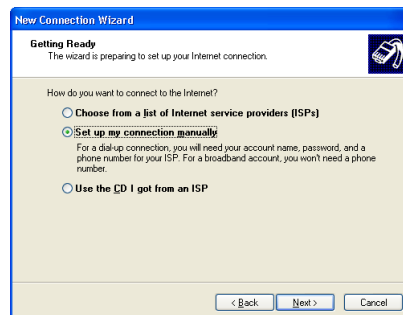
Click *Next* to continue.

- 4 In the next window, select *Connect to the Internet*:



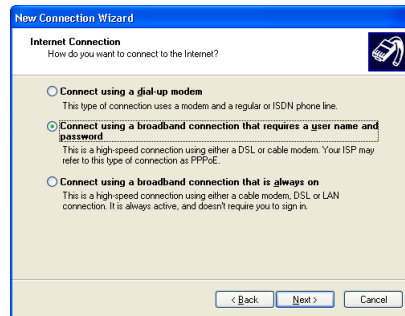
Click *Next* to continue.

- 5 In the next window, select *Set up my connection manually*:



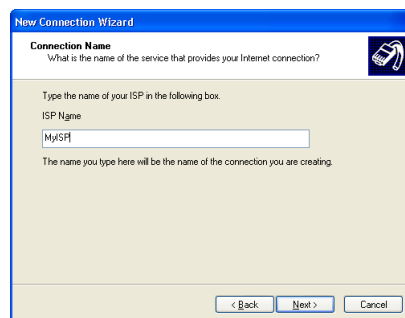
Click *Next* to continue.

- 6** In the next window, select *Connect using a broadband connection that requires a user name and password*:

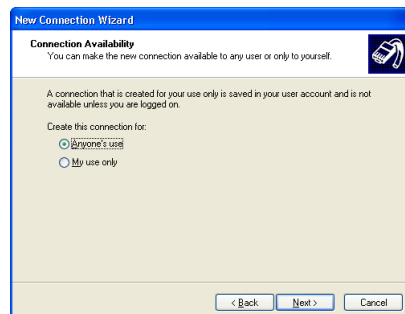


Click *Next* to continue.

- 7** In the next window, give a name to the connection you are creating, e.g. MyISP:



- 8** In the next window, select whether the connection is available to any user or only to yourself:



Note If you want to share this connection with other users you must select *Anyone's use*.

- 9** In the next window, fill in the Internet account information. This information should be provided by your service provider:



- 10** At the end of the configuration the following window appears:



Click *Finish* to complete the configuration.
The Connect MyISP window (see below) appears.

Starting a broadband Internet session

Proceed as follows:

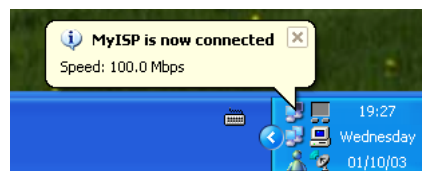
- 1** On the *Start* menu, point *Connect To* and click the name of the connection you've created e.g. MyISP.

Note If you are using the classic *Start* menu click *Start > Settings > Network (and Dial-up) connections > MyISP*.

- 2** The Connect MyISP window appears:



- 3** If needed, enter user name and password for your user account at the Service Provider.
- 4** Click *Connect*.
- 5** As soon as the connection is established, the connection message box and dial-up window are minimized into a DUN icon in the notification area:



You can open your web browser and surf the Internet.

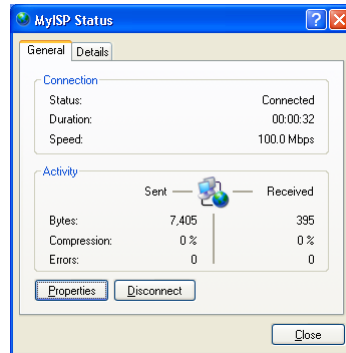
Terminating a broadband Internet session

Proceed as follows:

- 1 On the *Start* menu, point *Connect To* and click the name of the connection you've created e.g. MyISP.

Note If you are using the classic *Start* menu go to *Start > Settings > Network (and Dial-up) connections > MyISP*.

- 2 The MyISP Status window appears:



- 3 Click *Disconnect*.

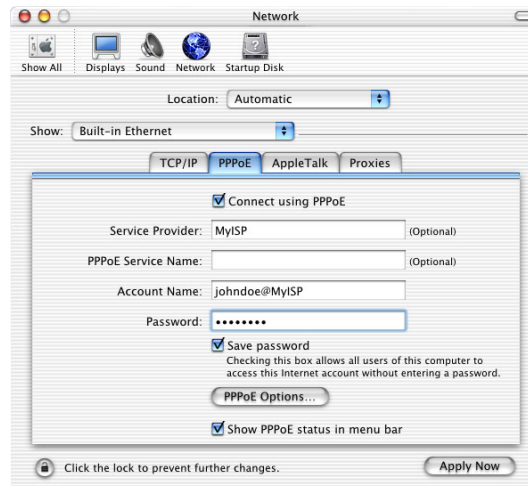
The connection is released. As a result no Internet connectivity exists anymore.

2.1.2 Using the Mac OS X PPPoE Dial-in Client

Configuring a
broadband connection

Proceed as follows:

- 1** On the Apple menu, click *System Preferences*.
- 2** The System Preferences window appears. Click the *Network* icon.
- 3** The Network window appears. Make sure *Built-in Ethernet* is selected in the Show list and click the PPPoE tab:



- 4** Enter the Account Name and Password provided by your Service Provider.

Note Select *Save password* in case you want the computer to remember the password for this account name. Optionally you can enter a name for this connection in the *Service Provider* field. All other fields may stay empty

- 5** Click *Apply Now*.

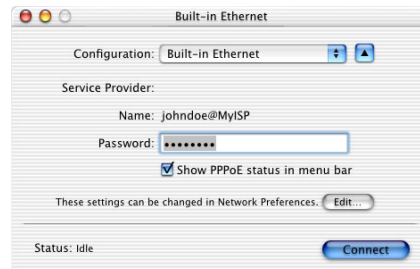
Starting a broadband Internet session

Proceed as follows:

- 1 Click the *Internet Connect* dockling.

Note If the Internet Connect dockling is not available, go to the Applications folder on the system startup disk and double-click *Internet Connect*.

- 2 The following window appears:



Make sure *Built-in Ethernet* is selected in the Configuration list.

- 3 If needed, enter user name and password for your user account at the Service Provider.
- 4 Click *Connect*.

As soon as the connection is established you can open your web browser and surf the Internet.

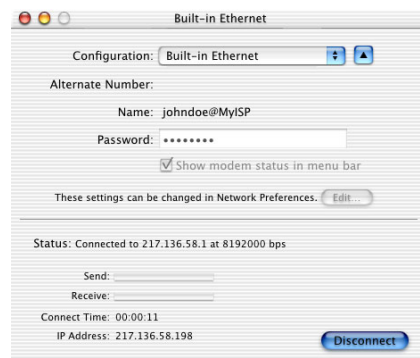
Terminating a broadband Internet session

Proceed as follows:

- 1 Click the *Internet Connect* dockling.

Note If the Internet Connect dockling is not available, go to the Applications folder on the system startup disk and double-click *Internet Connect*.

- 2 The following window appears:



Make sure *Built-in Ethernet* is selected in the Configuration list

- 3 Click *Disconnect*.

The connection is released. As a result no Internet connectivity exists anymore.

3 SpeedTouch™ Web Interface

Introduction The SpeedTouch™ comes with integrated configuration web pages.

It allows you to configure your SpeedTouch™ simply by using a web browser from any local computer attached to the SpeedTouch™.

Preconditions Before you can access the SpeedTouch™ web pages, you must make sure that:

- The SpeedTouch™ and your computer share the same IP subnet (10.0.0.0/24). By default the SpeedTouch™ has a local IP address 10.0.0.138. To be able to access the web pages, your computer needs to be configured for an IP address in the same subnet, e.g. 10.0.0.1.
- Your web browser is not using a proxy server and the SpeedTouch™ IP address is not submitted to a proxy server

To configure your computer with an IP address, please consult the Operating System's Help. For more information on how to disable your web browser's proxying, please consult the web browser's Help.

Browsing to the SpeedTouch™ web pages

To access the SpeedTouch™ web pages:

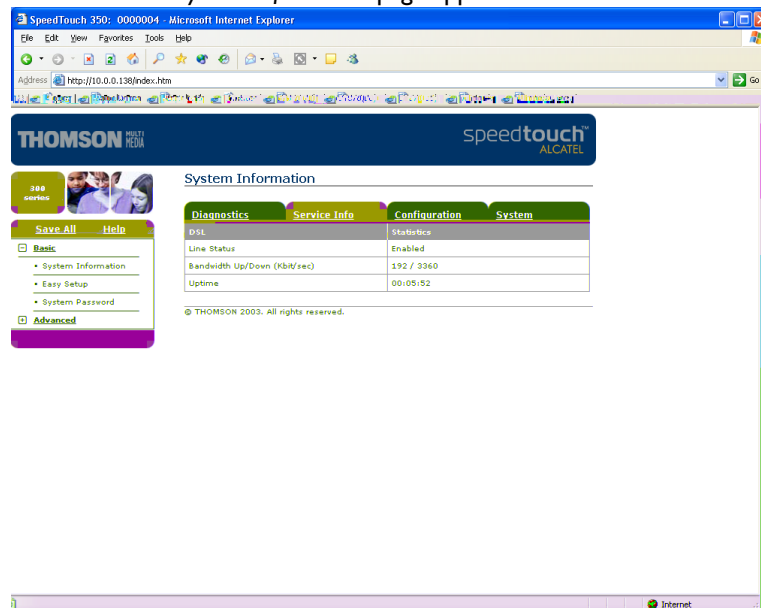
- 1 Start the web browser on your computer.
- 2 Browse to the SpeedTouch™ web pages at its IP address at 10.0.0.138.

Note 10.0.0.138 is the SpeedTouch™ default IP address in the very most cases. If not, please contact your Service Provider for more information.

- 3 If a system password has been set, an authentication window will be displayed. You must enter the user name and system password before access will be granted.

The SpeedTouch™ Start page

As a result the *System Information* page appears:



Topic menu and links

On the left of each of the SpeedTouch™ web pages a topics menu is provided. This menu navigates you via links through all configurational aspects of the SpeedTouch™.

For your convenience the links are sorted in two drop-down topics menus: Basic and Advanced. The links in the Basic topic menu lead you to pages for basic SpeedTouch™ configuration and maintenance. The Advanced topic menu, contains the links which allow advanced configuration of the SpeedTouch™. These pages need only to be accessed for some specific operations, when instructed by the Service Provider.

The following table lists all Basic topic links:

BASIC topic menu	
Click ...	To ...
System Information	The SpeedTouch™ Start Page View the device's system status and service profile View the current ADSL line status.
Easy Setup	Configure the SpeedTouch™ via the embedded wizard.
System Password	Set a system password.

The following table lists all advanced topic links:

ADVANCED topic menu	
Click ...	To ...
Diagnostics	View SpeedTouch™ diagnostics.
System Log	View the activity on the SpeedTouch™ since power on.
IP Addresses	View/configure the SpeedTouch™ IP interfaces.
DHCP	View/configure the SpeedTouch™ DHCP server/client.
DNS	View/configure the SpeedTouch™ DNS server/client.
System	Manage system and configuration.
Language	Configure the web page language.

Save all

The Save All link on the menu allows you to save the SpeedTouch™ settings. You should use this link whenever you have made definitive changes to the SpeedTouch™ configuration.

Help

The Help link in the topics menu header allows you to browse the SpeedTouch™ online Help.

For more information on a specific topic you can click the context-related [Help](#) links located at the Topic's web pages.

3.1 Basic Topics Menu Links

System Information

Click this link to display the System Information page. This page is also the SpeedTouch™ home page.

The System Information page consists of four sections:

- Click the *Diagnostics* tab to view the results of the System Self Test, LAN connectivity and DSL synchronization test:

Diagnostics	Service Info	Configuration	System
Test	Result		
System Self Test	✓		
LAN	✓		
DSL	✓		

- Click the *Service Info* tab to view the current physical status of the ADSL line:

Diagnostics	Service Info	Configuration	System
DSL	Statistics		
Line Status	Enabled		
Bandwidth Up/Down (Kbit/sec)	192 / 3360		
Uptime	00:32:03		

The DSL Statistics allow you to view:

- Line Status: this shows whether the DSL link is synchronized (Enabled) or not (Initializing).
- Bandwidth Up/Down: the maximum available bandwidth of the DSL link in both up- and downstream direction.
- Uptime: The duration of the current Enabled Line Status.
- Click the *Configuration* tab to view the service configuration currently active on the SpeedTouch™. In most cases this will be the factory defaults configuration:

Diagnostics	Service Info	Configuration	System
Item	Description		
Region	---		
Provider	---		
Service Name	Bridging on 0/35,8/35,1.101,0.100 and 8.48		
Service Description	Factory defaults		

- Click the *System* tab to view some important device and system software information of your SpeedTouch™:

Diagnostics	Service Info	Configuration	System
Item	Description		
Product Name	SpeedTouch 350		
Physical Address	00-90-D0-4E-F6-67		
Software Release	4.2.7.4.0		
Board Name	BANT-F		
Serial Number	0000004		
Product Code	3EC123456		

Note Most device information can also be found on the identification label at the bottom of the SpeedTouch™.

Easy Setup

Click this link to start the SpeedTouch™ Easy Setup wizard.

See “4.1.2 Operating System Independent SpeedTouch™ Configuration Setup” on page 41 for more information.

System Password

Click this link to display the System Password page.

This page allows you to configure a system password to restrict access to the Speed-Touch™:

System Password	
Enter your password (max 16 chars):	
User id:	<input type="text" value="Thommy"/>
Password:	<input type="password" value="....."/>
Retype your password:	<input type="password" value="....."/>
Apply	Help

It is highly recommended to configure a system password, to protect the Speed-Touch™. Make sure however not to use an obvious password such as your name, date of birth, etc.

Enter User id and Password (maximum 16 characters) of your choice and re-enter your password in the appropriate field. Click *Apply* to apply the System password and *Save all* to save your changes to persistent memory.


Note As long as no system password is supplied, a warning is displayed on the SpeedTouch™ web pages.

3.2 Advanced Topics Menu Links

Diagnostics Click this link to display the Diagnostics page.

This page consists of three expandable sections:

- Expand the System section to view some important system information:

☐
System


Product Name = SpeedTouch 350
 Vendor Name = THOMSON
 Software Version = 4.2.7.4.0
 Serial Number = 0000004
 CLI Version = 1.2.0
 Bootloader Version = 1.0.0
 ASIC Version = 7b
 Board Name = BANT-F

- Expand the Lan section to view the LAN configuration:

☐
Lan



☐
Ethernet



Interface name = eth0
 Physical address = 00:90:d0:12:34:56

☐
Physical Interface 1


Mode = forwarding
 Auto Negotiation = Yes
 Type = 100BaseTFD
 kBytes Tx/Rx = 600 / 10862
 Frames Tx/Rx = 2413 / 36782
 Discarded frames = 0

- Expand subsequently the Wan and DSL sections to view the current DSL state and connection information:

☐
Wan


☐
Dsl


DSL Flavour = ADSL
 Reserved Bandwidth (kbit/s) up/down = 192 / 3360

☐
Properties

Output Power (dBm) up/down = 19 / 11
 Attenuation (dB) up/down = 15 / 14
 Noise Margin (dB) up/down = 29 / 25

☐
Statistics

Loss of signal (local/remote) = 0 / 0
 Loss of power (local/remote) = 0 / 0
 Loss of framing (local/remote) = 0 / 0
 Errored Seconds (local/remote) = 0 / 0
 Loss of link (remote) = 0

[System Log](#) Click this link to view the System Log page.

This page allows you to view the activity on the SpeedTouch™ since power on:

Logged Messages	
System Up Time	02:02:17 (since power on)
View Mode	All logged messages
Stop AutoRefresh Help	
System Up Time	Message Contents
02:01:57	LOGIN User Thommy logged in on HTTP (from 10.0.0.1)
02:01:57	LOGIN User Thommy logged in on HTTP (from 0.0.0.0)
01:39:53	LOGIN User Thommy logged in on HTTP (from 10.0.0.1)
00:48:35	xDSL linestate up (downstream: 3360 kbit/s, upstream: 192 kbit/s)
00:44:51	xDSL linestate down
00:04:30	CONFIGURATION saved by user (/dl/user.ini)
00:03:56	CONFIGURATION saved by user (/dl/user.ini)
00:03:43	LOGIN User logged in on CONSOLE
00:02:05	LOGOUT User logged out on CONSOLE
View All	View Important only View Critical only

[IP Addresses](#) Click this link to display the IP Addresses page.

This page allows you to view the SpeedTouch™ local IP address configuration:

IP address table			
Intf	Address/Netmask	Type	Translation
▶ eth0	169.254.35.14/16	Auto	none
▶ eth0	10.0.0.138/24	User	none
▶ loop	127.0.0.1/8	Auto	none
Click 'New' to create a new entry.			
New		Help	

If needed you are able to assign one or more additional IP addresses to the Speed-Touch™ Ethernet interface (identified as eth0), e.g. for purposes of multi-homing.

You can also delete superfluous IP addresses. However be aware that you cannot delete the SpeedTouch™ IP address which you are currently using.

[DHCP](#) Click this link to display the Dynamic Host Configuration Protocol (DHCP) page.

- Click the *DHCP Server* tab to access the DHCP server pages.
- The *Server Config* tab allows you to enable/disable the SpeedTouch™ (Auto)DHCP server:

DHCP ServerDHCP Client

Server ConfigServer LeasesAddress Pools

Status

DHCP server stopped

Properties

☐ DHCP Server

☐ Auto DHCP

☒ No DHCP

Client timeout (s)

20

ApplyHelp

By default (as shown above) the SpeedTouch™ DHCP server will be disabled.

If required, you are able to select:

- **DHCP server**
Enables the SpeedTouch™ DHCP server. If it was not running, it will be started immediately.
- **Auto DHCP**
The SpeedTouch™ will not start as DHCP server immediately, but will first probe the network for a possible concurrent DHCP server for some period of time (set by Client timeout in seconds).
As soon as another DHCP server is found, the SpeedTouch™ will behave as DHCP client, i.e. a DHCP client will be created on its Ethernet interface and the SpeedTouch™ DHCP server will not be started.
If no concurrent DHCP server is found, the SpeedTouch™ DHCP server is started.
- **No DHCP**
Disable SpeedTouch™ DHCP configuration.
If the SpeedTouch™ DHCP server was running, it will be stopped immediately.
Existing SpeedTouch™ DHCP client entries are deleted

Note Always click Apply after changing the DHCP server configuration.

- In case the SpeedTouch™ DHCP server is running, the Server Leases tab allows you to view the currently provided leases.
If needed, you can also manually add static DHCP leases for specific hosts.
To make dynamically assigned leases static, select the entry and click Lock.
- The Address Pools tab allows you to view the SpeedTouch™ DHCP server lease pool properties. One DHCP pool (LAN_Private) is defined by default which will be activated if you enable the SpeedTouch™ DHCP server.
- Click the DHCP Client tab to view the current SpeedTouch™ DHCP client entries, if present:

DHCP Server			DHCP Client
Intf	Address	State	Timeout
There are no DHCP client entries defined!			
New			Help

By default (as shown above) the SpeedTouch™ DHCP client will be disabled, i.e. no DHCP client entries are present.

DNS Click this link to display the Dynamic Name System (DNS) page.

This page allows you to:

- View the current SpeedTouch™ DNS server hostname leases:

DNS Hostname Table		DNS Server Configuration
Nr	Hostname	Address
▶ 1	SpeedTouch	
▶ 2	pcascha	10.0.0.1
▶ 3	pcthommy	10.0.0.2
▶ 4	psspeedy	10.0.0.4
▶ 5	pcserverke	10.0.0.250
Click 'New' to create a new entry.		
New		Help

Via this table you can also add static DNS hostname entries.

This may be useful for devices which do not support DNS, e.g. a printer. By adding a name for your network printer, identified by its IP address, you will be able to contact this printer by name rather than by IP address.

- View and/or supply the SpeedTouch™ DNS domain name and to enable/disable the SpeedTouch™ DNS server:

DNS Hostname Table	DNS Server Configuration
Domain name: <input type="text" value="lan"/>	
<input checked="" type="checkbox"/> Activate server	
Apply Help	

Note The use of DNS subdomains is supported, e.g. dsl.office.lan.

System Click this link to display the Configuration page.

- Back up the current SpeedTouch™ configuration, restore the SpeedTouch™ default configuration, or upload a backup configuration file:

Configuration	
Item	Description
Region	---
Provider	---
Service Name	Bridging on 0/35,8/35,1.101,0.100 and 8.48
Service Description	Factory defaults
Last Configured	
Specify a configuration file to upload:	
<input type="text"/>	<input type="button" value="Browse..."/>
Upload	Backup Restore default Help

- To backup the current configuration click *Backup* and follow the instructions.
- To restore the SpeedTouch™ defaults, click *Restore default* and follow the instructions to confirm the reset.

- To upload and apply a SpeedTouch™ backup configuration file:
 - 1 Click *Browse* to locate the backup file on your local disk you intend to restore. Select the file and click *OK*.
 - 2 Click *Upload* to upload and temporarily apply the backup configuration.
 - 3 Once uploaded, the SpeedTouch™ asks you to confirm that you want the SpeedTouch™ to effectively apply the uploaded configuration. Click *Accept* to save the new configuration.

Note Once confirmed, the previous configuration is irrevocably lost.

- View the current system software version, identification and the SpeedTouch™ board type:

System Software	
Item	Description
Version	4.2.7.4.0
File	ZZWFAA4.274
Board type	BANT-F

- Check for the latest SpeedTouch™ software upgrades.

Note See “4.2 SpeedTouch™ System Software Upgrade” on page 44 for upgrade instructions.

Language

Click this link to view the Language page.

This page allows you to select the SpeedTouch™ web page language.

Language Selection	
Language	English ▼
	English
	Deutsch
	Português

By default, the only available language is English.

Another language can be made available on the SpeedTouch™ web pages by running the SpeedTouch™ Setup wizard using the CD Browser.

At the start of the setup procedure, select the desired language. When the setup procedure is finished, this language will have been enabled on your SpeedTouch™ and the language will be available on the SpeedTouch™ web pages (next to English).

4 Support

In this chapter

This chapter contains the following topics:

Topic	Page
SpeedTouch™ Configuration Setup	34
SpeedTouch™ System Software Upgrade	44
Resetting the SpeedTouch™	52
Troubleshooting	53

4.1 SpeedTouch™ Configuration Setup

Internet connectivity

In most cases no additional configuration of your SpeedTouch™ is required. You can immediately connect your computer to the Internet as described in “2 SpeedTouch™ Internet Connectivity” on page 15).

SpeedTouch™ Internet configuration

Your SpeedTouch™ has been prepared for providing the appropriate Internet services out of the box, meaning that in the very most cases no specific configuration of the device needs to be done.

By default following Internet services are readily available:

- Virtual Channel (VC) - VPI/VCI=0/35 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=8/35 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=1/101 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=1/32 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=0/100 (ETHoA, LLC/snap - Bridged Ethernet)
- Virtual Channel (VC) - VPI/VCI=8/48 (ETHoA, LLC/snap - Bridged Ethernet)
- Automatic Permanent Virtual Channel (PVC) configuration (if supported by the Telephone Operator/Service Provider)

Note Bridged Ethernet is also referred to as (IEEE802.1b Transparent) Bridging.

However, in case your Service Provider instructs you to use an Internet service, other than the ones listed above (i.e. another Virtual Channel needs to be applied for Bridged Ethernet), the SpeedTouch™ offers the SpeedTouch™ Setup wizard, allowing you to create a customized Internet service.

What you need from your ISP

In case reconfiguration is needed, you must have:

- The Virtual Path Identifier (VPI) and Virtual Channel Identifier (VCI) for the Virtual Channel (VC) to use.
For example: VPI/VCI = 9/99
- The ATM encapsulation method to use for encapsulating/un-encapsulating Ethernet frames over ATM. This will either be:
 - LLC/SNAP
 - VC-MUX
- Optionally, a user account with an Internet Service Provider (ISP) for Internet access. For this user account, it will provide you with:
 - A user name (logon ID)
 - A password

Other information may be required, depending on the ISP's specific requirements.

Configuration of the SpeedTouch™

Depending on your computer's Operating System (OS) the configuration of your Internet connectivity can be done automatically or manually.

If your computer runs:

- A Microsoft Windows OS.
The SpeedTouch™ Setup wizard, included on the SpeedTouch™ Setup CD-ROM, will automatically guide you through the configuration of both the SpeedTouch™ and your PC for setting up the appropriate configuration.
Proceed with “4.1.1 Microsoft Windows SpeedTouch™ Configuration Setup” on page 36.
- Another OS, e.g. Mac OS, Unix, Linux.
The SpeedTouch™ Embedded Easy Setup wizard, accessible from the Speed-Touch™ web pages, will automatically guide you through the configuration of the SpeedTouch™.
Proceed with “4.1.2 Operating System Independent SpeedTouch™ Configuration Setup” on page 41.

4.1.1 Microsoft Windows SpeedTouch™ Configuration Setup

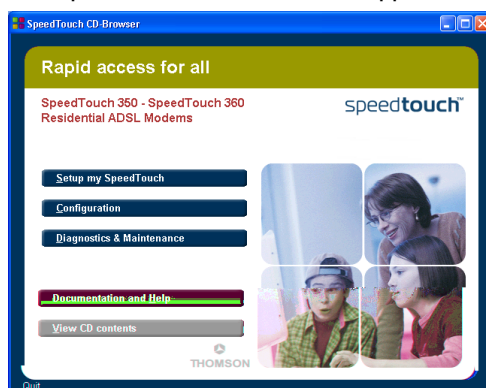
Microsoft Windows

One of the following Windows operating systems must already be installed on your PC(s):

- Windows 98
- Windows 98SE
- Windows ME
- Windows NT4.0 SP6 (Ethernet only)
- Windows 2000
- Windows XP

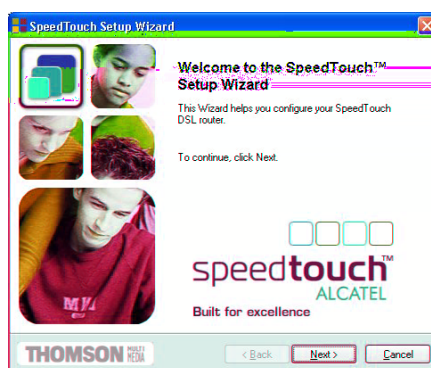
You may need the Windows installation CD-ROM during installation.

3 The SpeedTouch™ CD Browser appears:



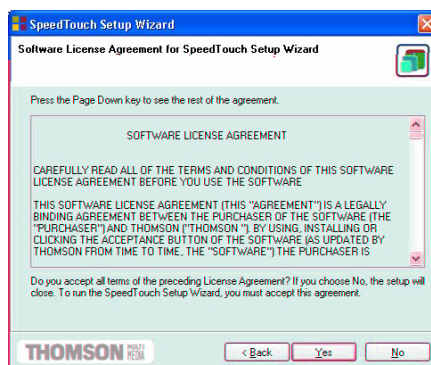
Click *Setup my SpeedTouch™* to start the SpeedTouch™ Setup wizard.

4 The Welcome to the SpeedTouch™ Setup Wizard window appears:



Click *Next*.

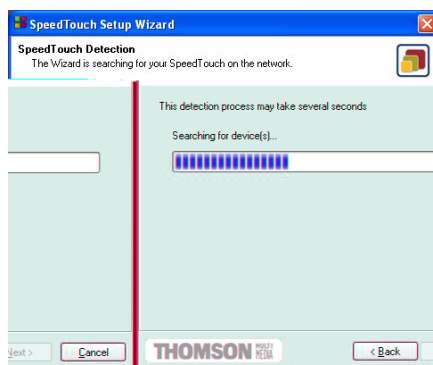
5 The Software License Agreement window appears:



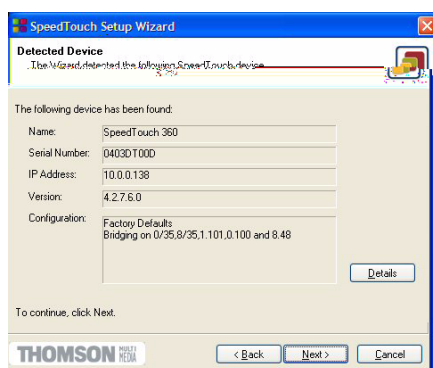
You must accept before continuing. Click *Yes* to accept.

Note If you have accepted this License Agreement in a previous configuration setup, this window will not be shown anymore.

- 6** The Setup wizard will search for the SpeedTouch™ on the network. The following window shows the detection progress:



- 7** The Setup wizard should find your SpeedTouch™ device on the local network. This is indicated by the following window:



If more than one device is found, a list of available devices will be provided. If this is the case, select your SpeedTouch™ device (SpeedTouch™ 350 or Speed-Touch™ 360) and click **Next**.

Note If the wizard does not find any SpeedTouch™ on the network an error window appears. In this case check that:

- The SpeedTouch™ is turned on and fully initialized.
- Your PC is correctly connected to the SpeedTouch™.
- Your PC has a valid IP address (i.e. any IP address but 0.0.0.0).
- No dedicated firewall device or router is placed between your PC and the SpeedTouch™
- No personal firewall software is running on your PC.
- TCP/IP is correctly installed on your PC

- 8** To repeat the search for your SpeedTouch™, click **Back** and proceed with step **6** of this procedure.
- 9** Click **Next** to start the configuration procedure described below.

Configuration of the SpeedTouch™ (and PC)

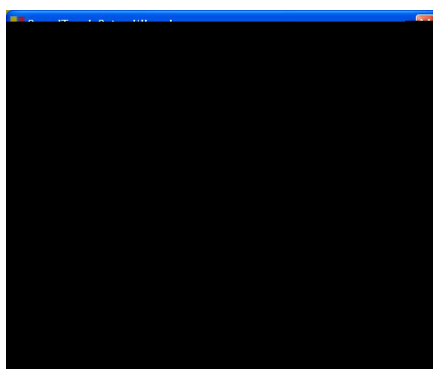
Proceed as follows:

- 1 As soon as the SpeedTouch™ Setup wizard has detected your SpeedTouch™ device, you can proceed with the configuration procedure.

Note If the SpeedTouch™ has been configured before:

- It may be protected by a system password. You must provide user name and system password before you can view the device details or continue with the configuration.
- You will be asked to choose between reconfiguring your SpeedTouch™ or changing your Local Area Network configuration. Select *Reconfigure the SpeedTouch™* and click *Next*.

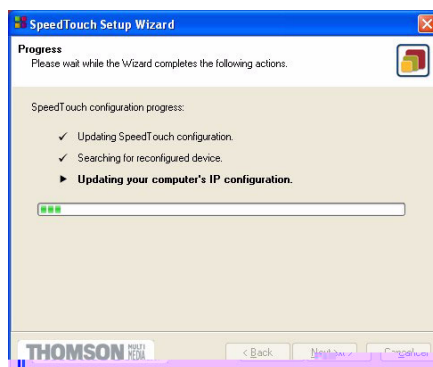
- 2 The following window invites you to select the appropriate service for your Internet connectivity:



Select region, Provider and Service as specified by your Service Provider and click *Next* to continue.

Note If the Service Provider has included a separate disk with a dedicated service profile, click *Have Disk* to navigate to the location of the appropriate Service template file.

- 3 Subsequent screens will guide you through the configuration setup of both the SpeedTouch™ and your PC. Follow the instructions and enter the required information whenever needed. The requested information will depend on the selected Service profile and should be provided by your Service Provider. Click *Next* whenever requested.
- 4 The SpeedTouch™ Setup wizard will update the SpeedTouch™ configuration and your PC's configuration according to the Service profile. You can follow the configuration progress in following window:

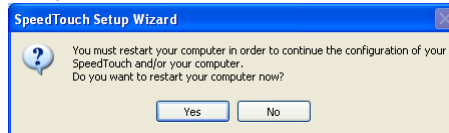


- 5** As soon as the SpeedTouch™ Setup wizard completed the update of the SpeedTouch™ configuration and reconfigured your PC, following window will appear:



Click *Finish* to close the wizard.

- Note** In some cases, the SpeedTouch™ Setup wizard may ask you to restart your computer.



Additional configuration

Some additional configuration may be needed:

- **MS Windows IP configuration**
Most Service profiles will configure the PC's Ethernet interface to comply with the service's requirements.

To make sure that all PCs are configured as expected (e.g. DHCP or fixed IP addresses):

- 1** Re-run the SpeedTouch™ Setup wizard on every PC.
- 2** Select *Change the LAN configuration*.
- 3** Follow the instructions.

- Note** For fixed IP configurations, or other advanced settings, please follow the instructions provided by your ISP or network administrator.

4.1.2 Operating System Independent SpeedTouch™ Configuration Setup

Supported Systems	As the SpeedTouch™ is OS-independent, this configuration setup can be used by any computer system
Prerequisites	<p>Make sure that:</p> <ul style="list-style-type: none">• The SpeedTouch™ device is correctly set up and turned on as described in “1.2 Setting up your SpeedTouch™” on page 9.• The SpeedTouch™ device is in its default configuration state. See “4.3 Resetting the SpeedTouch™” on page 52 for resetting your device.• The SpeedTouch™ and your computer share the same IP subnet (10.0.0.0/24). By default the SpeedTouch™ has a local IP address 10.0.0.138. To be able to access the web pages, your computer needs to be configured for an IP address in the same subnet, e.g. 10.0.0.1.• Your web browser is able to run Java scripts.
SpeedTouch™ Easy Setup	<p>SpeedTouch™ Easy Setup consists of two parts:</p> <ul style="list-style-type: none">• Configuration of the SpeedTouch™• Additional configuration (if needed)

Configuration of the SpeedTouch™

Proceed as follows:

- 1 Open a web browser and browse to the SpeedTouch™ web pages at <http://10.0.0.138>. See “3 SpeedTouch™ Web Interface” on page 23 for more information.

Note If you can not access the SpeedTouch™ web pages, it is probably not in its default state. It is recommended to reset the device.

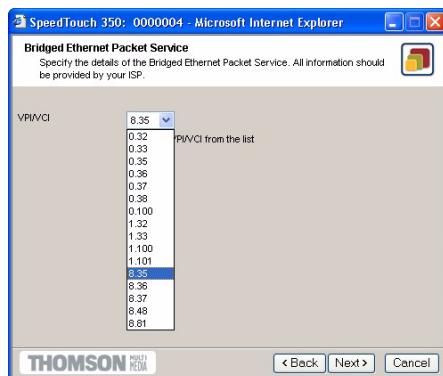
- 2 The embedded Easy Setup wizard will appear automatically:



Click Next.

Note If Easy Setup doesn't start automatically go to *Basic > Easy Setup*.

- 3 The following window invites you to select the appropriate Virtual Channel for the Bridged Ethernet Service:



- 4 Subsequent screens will guide you through the configuration setup of the Speed-Touch™. Follow the instructions and enter the required information whenever needed. The requested information will depend on the selected Service and should be provided by your Service Provider. Click Next whenever requested.

- 5 Easy Setup will update the SpeedTouch™ configuration according to the Service profile. You can follow the configuration progress in following window:



- 6 As soon as Easy Setup completed the update of the SpeedTouch™ configuration, following window will appear:



Click *Finish* to close the wizard.

Note Due to the reconfiguration the SpeedTouch™'s IP configuration may have been changed. If this is the case, the last window will not be shown. If so refer to the Service Provider's instructions for more information on the new IP configuration of the SpeedTouch™.

Additional configuration

Some additional configuration may be needed:

- **Computer IP configuration**
The Service profile will configure the PC's Ethernet interface to comply with the service's requirements.

Note For other advanced settings, please follow the instructions provided by your Service Provider or network administrator.

4.2 SpeedTouch™ System Software Upgrade

Introduction	This chapter describes how to upgrade the SpeedTouch™ system software.
System software updates	<p>For checking the availability of new system software version packages:</p> <ul style="list-style-type: none">• Click the link, available on the SpeedTouch™ CD Browser.• Contact your Network Administrator or your Service Provider• Visit the SpeedTouch™ support pages at:<ul style="list-style-type: none">• http://www.speedtouch.com
System software packages and security	<p>All system software packages for the SpeedTouch™ are digitally signed and encrypted. Packages that may have come corrupted, or been altered in any way, will not be accepted by the SpeedTouch™.</p> <p>This way, the SpeedTouch™, or its service can never be corrupted or lost.</p>
System software upgrades	<p>Depending on the operating system your computer is running, you can upgrade your SpeedTouch™ via:</p> <ul style="list-style-type: none">• The SpeedTouch™ Upgrade Wizard (Microsoft Windows or Mac OS X). See “4.2.1 Upgrade via the SpeedTouch™ Upgrade Wizard” on page 45 for more information.• The SpeedTouch™ BootP client (all Operating Systems). See “4.2.2 Manual System Software Management via BOOTP Server” on page 50 for more information.
Preliminary steps	<p>Before you start with upgrading the SpeedTouch™, always make sure:</p> <ul style="list-style-type: none">• To inform all people relying on the SpeedTouch™ services, that service may be down for some short period.• That the new system software file is stored on your local disk or another storage device.

4.2.1 Upgrade via the SpeedTouch™ Upgrade Wizard

Introduction

The procedure described in this section are valid only in case:

- You run an MS Windows Operating System or Mac OS X.
- Your SpeedTouch™ and computer are properly connected:
 - Through Ethernet or USB in case you run an MS Windows OS
 - Through Ethernet in case you run Mac OS X
- The new system software file is of the type bant-f_XX42xx.bin, e.g. bant-f_AA4279.bin.

During the upgrade procedure all configuration settings are backed up by the wizard and restored after uploading the system software.

Starting the SpeedTouch™ Upgrade wizard

Depending on your Operating System, you must start the SpeedTouch™ Upgrade wizard as follows:

Topic	Page
On MS Windows Operating Systems	45
On Mac OS X	46

On MS Windows Operating Systems

Proceed as follows:

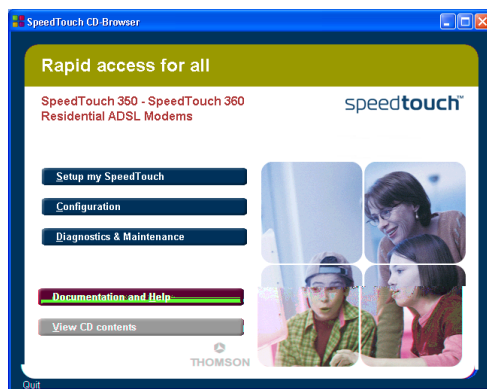
- 1** Insert the SpeedTouch™ Setup CD-ROM in your PC's CD-ROM drive. The SpeedTouch™ CD Browser will start automatically.

Note If the SpeedTouch™ CD Browser window does not appear automatically, open a Run window via Start > Run from the Start menu and enter following path: D:\Menu.exe, where D is the drive letter of your CD-ROM drive.

- 2** The Choose Language window prompts you to select a language. Select the language of your choice and click *OK*.

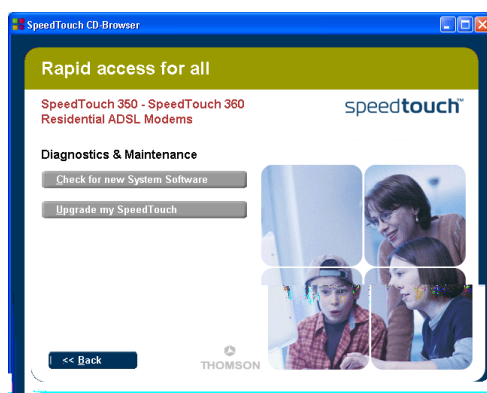
Note The selected language will also be used as default language in the SpeedTouch™ web pages. See “[Language](#)” on [page 31](#) for more information on how to change the web page language.

- 3 The SpeedTouch™ CD Browser menu appears:



Click *Diagnostics & Maintenance*.

- 4 The following window appears:




Click *Upgrade My SpeedTouch™* to start the SpeedTouch™ Upgrade wizard.

See “[Upgrade procedure](#)” on [page 47](#) to continue.

On Mac OS X

Proceed as follows:

- 1 Insert the SpeedTouch™ Setup CD-ROM in your PC's CD-ROM drive.
- 2 Open the CD-ROM and browse to the *osx* folder.
- 3 In the *osx* folder double-click *upgradeST.pkg* to install the SpeedTouch™ Upgrade application.

Note The installation wizard may prompt you for authentication. If this is the case, click  to enter your credentials.

Note If your computer runs Mac OS X v10.3, your computer may prompt you to run a program to determine if the installer package can be installed. If this the case, click *Continue*.

- 4 After installation go to the *Applications > Speedtouch* folder on the system startup disk (usually the location where you installed the SpeedTouch™ Upgrade application) and double-click *SetupST*. to start the SpeedTouch™ Upgrade wizard.
- 5 The Choose Language window prompts you to select a language. Select the language of your choice and click *OK*.

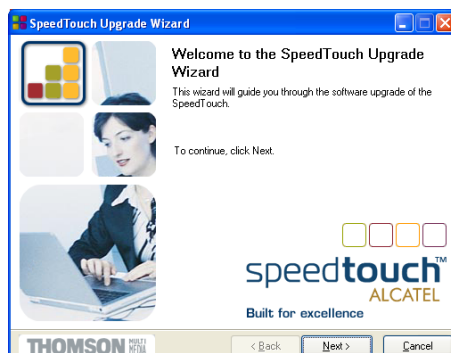
Note The selected language will also be used as default language in the SpeedTouch™ web pages. See “[Language](#)” on [page 31](#) for more information on how to change the web page language.

See “[Upgrade procedure](#)” on [page 47](#) to continue.

Upgrade procedure

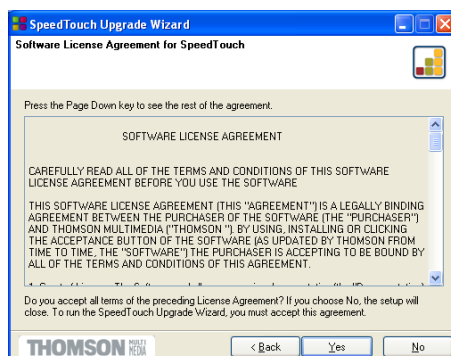
Proceed as follows:

- 1 The Welcome to the SpeedTouch™ Upgrade Wizard window appears:



Click **Next**.

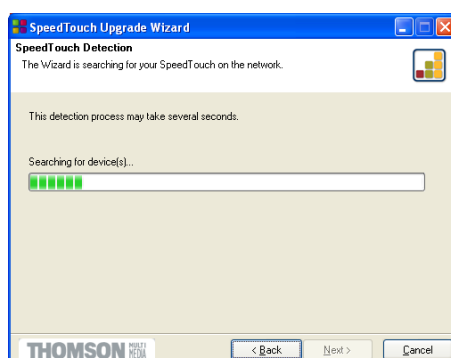
- 2 The SpeedTouch™ Software License Agreement window appears:



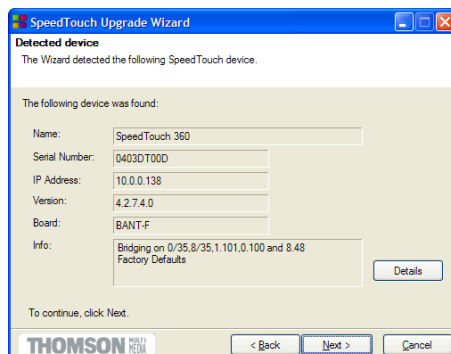
You must accept before continuing. Click **Yes** to accept.

Note If you have accepted this License Agreement in a previous configuration setup, this window will not be shown anymore.

- 3 The Setup wizard will search for the SpeedTouch™ on the network. The following window shows the detection progress:



- 4 The Setup wizard should find your SpeedTouch™ device on the local network. This is indicated by the following window:

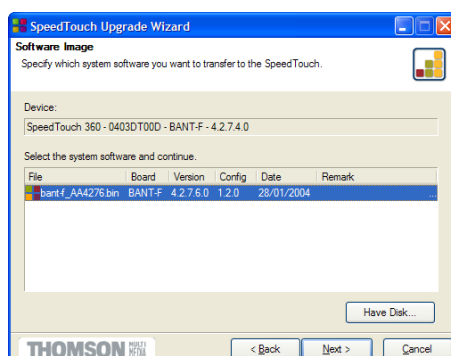


If more than one device is found, a list of available devices will be provided. If this is the case, select your SpeedTouch™ device (SpeedTouch™ 350 or Speed-Touch™ 360) and click *Next*.

Note If the wizard does not find any SpeedTouch™ on the network an error window appears. In this case check that:

- The SpeedTouch™ is turned on and fully initialized.
- Your PC is correctly connected to the SpeedTouch™.
- Your PC has a valid IP address (i.e. any IP address but 0.0.0.0).
- No dedicated firewall device or router is placed between your PC and the SpeedTouch™
- No personal firewall software is running on your PC.
- TCP/IP is correctly installed on your PC

- 5 To repeat the search for your SpeedTouch™, click *Back* and proceed with step 3 of this procedure.
- 6 Click *Next*.
- 7 The following window shows the system software version currently active on the SpeedTouch™ as well as one or more system software versions available on the CD-ROM:

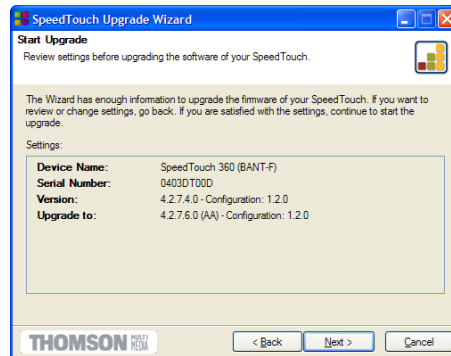


Select the appropriate system software version and click *Next* to continue.

Note If the Service Provider has included a separate disk with dedicated upgrade system software, click *Have Disk* to navigate to the location of the appropriate file.

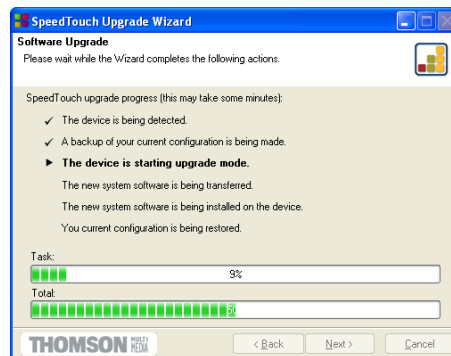
Note In case of a system software downgrade you must specifically acknowledge your decision before being able to proceed.

- 8 The following window allows you to overview your selection:

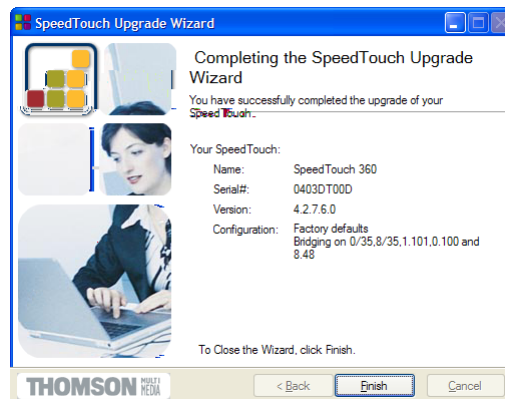


Click **Next** to continue.

- 9 The SpeedTouch™ Upgrade wizard will upgrade your SpeedTouch™ with the selected system software. You can follow the upgrade progress in following window. You can follow the upgrade progress in following window:



- 10 As soon as the SpeedTouch™ Upgrade wizard completed the upgrade of the SpeedTouch™, following window will appear



Click **Finish** to close the wizard.

4.2.2 Manual System Software Management via BOOTP Server

SpeedTouch™ system software management

The SpeedTouch™ system software is based on BOOTP, a standard mechanism used for booting diskless stations.

The SpeedTouch™ is able to slip in BOOTP mode, allowing a BOOTP server to manage the SpeedTouch™ file system, and submit upgrade files to it.

Important note

It is recommended only to use the procedure described below in case you are familiar with the use of a BOOTP server, and the mechanisms on which BOOTP is based.

Upgrading the system software via the procedure described below will reset the SpeedTouch™ to its factory default settings. Therefore, prior to performing an upgrade of the system software it is recommended to back up the SpeedTouch™ configuration.

Before you start

You need a third party BOOTP server installed on the computer from which you want to perform the SpeedTouch™ system software upgrade.

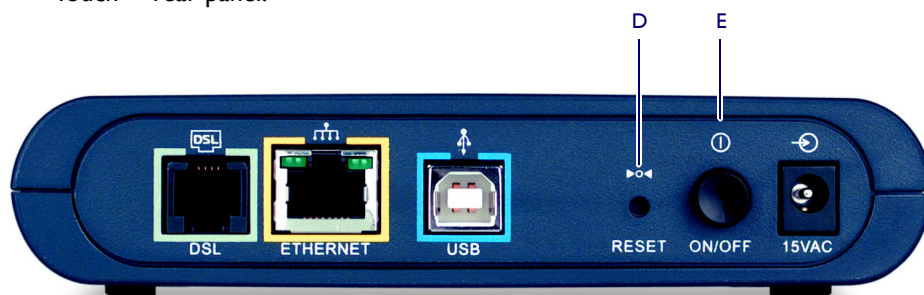
Make sure that the SpeedTouch™ is connected to your computer via its Ethernet port. In case of a SpeedTouch™ with USB connectivity, please disconnect the USB interface, if used, to avoid communication errors during the system software upgrade.

You will need the SpeedTouch™ Medium Access Control (MAC) address of your SpeedTouch™ device. To retrieve this address see “[System Information](#)” on page 25.

Make sure a valid SpeedTouch™ system software image file is available on your local disk.

Procedure To upgrade/restore the SpeedTouch™ system software:

- 1** In a preliminary step, make sure that your SpeedTouch™ is powered off and that a BOOTP server is readily installed on the computer from which you intend to perform the system software upgrade.
- 2** Configure the BOOTP server to use the SpeedTouch™ system software image file in its reply to BOOTP requests from the SpeedTouch™ you want to upgrade.
- 3** To identify the BOOTP requests from the SpeedTouch™, you will need to specify its MAC address and define an IP range for basic communication between the BOOTP server and the SpeedTouch™.
- 4** Use a pencil to press and hold the recessed reset button (D) on the SpeedTouch™ rear panel:



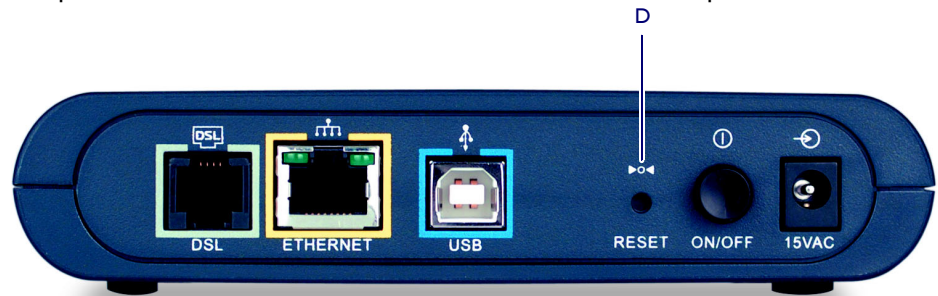
- 5** While holding the reset button (D), push in the power button (E) to switch on the SpeedTouch™. You will notice that the power LED is solid red.
- 6** Keep holding the reset button for at least six seconds until the power LED turns solid green.
- 7** Release the reset button as soon as the power LED turned solid green. This indicates that the SpeedTouch™ entered BOOTP mode and is sending BOOTP requests.
- 8** The BOOTP server will reply to the BOOTP requests and will perform the required operations to send the system software to the SpeedTouch™.
- 9** After checking whether the received system software is valid for the device, the SpeedTouch™ will start in normal operational mode to complete the upgrade.
- 10** Optionally, you can upload the backup configuration as described in “[System](#)” on page 30.

4.3 Resetting the SpeedTouch™

Reset to default configuration

Proceed as follows:

- 1** Make sure the SpeedTouch™ is powered on (Power LED is solid green).
- 2** Use a pencil to press the recessed reset button (D) on the SpeedTouch™ rear panel for at least six seconds until all the LEDs on the front panel turn off



- 3** As soon as all the LEDs on the front panel go off, release the reset button. This indicates that the SpeedTouch™ is restarting in its default configuration.

Note Make sure to release the reset button as soon as all the LEDs have gone off to prevent that the SpeedTouch™ enters BootP mode.

The SpeedTouch™ will come online again with default settings.

4.4 Troubleshooting

Configuration problems

In case your SpeedTouch™ is unreachable due to misconfiguration, you might consider a hardware reset to factory defaults as described in “4.3 Resetting the SpeedTouch™” on page 52.

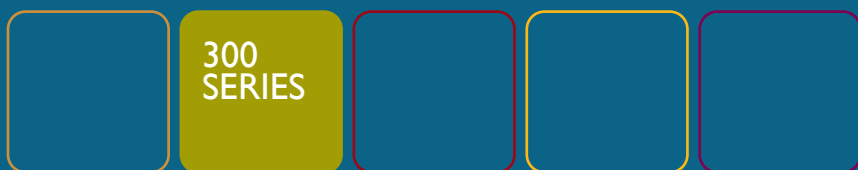
Troubleshooting table

Following table may help you determine the nature of the problem, and provides some plausible solutions:

Problem	Solution
SpeedTouch™ does not work. (none of the LEDs light up)	Make sure that the SpeedTouch™ is plugged into an power socket outlet.
	Make sure that you are using the correct power supply for your SpeedTouch™ device.
	Make sure the power button on the Speed-Touch™ is pushed in.
LAN LED does not light up. Link integrity/Activity LED of Ethernet port does not light up.	Make sure that the Ethernet cable is securely connected to the 10/100Base-T port.
	Make sure that you are using the correct cable type for your Ethernet equipment.
No Line synchronization achieved. DSL LED off or flashing.	Check whether the central splitter or dedicated filters are installed correctly and that the correct line is patched to your Speed-Touch™ line port.
	Make sure that ADSL service is enabled on the telephone line the SpeedTouch™ is connected to.
	In case of ADSL/POTS (ADSL/PSTN) services at your premises, ONLY use a SpeedTouch™ ADSL/POTS variant.
	In case of ADSL/ISDN services at your local premises, ONLY use a SpeedTouch™ ADSL/ISDN variant.
Bad regular telephone service	Check whether a central splitter or dedicated filters are installed properly.



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